

REMARKS

Reconsideration and further examination of the subject patent application in view of the present Amendment and the following Remarks is respectfully requested. Claims 1-25 are pending. Claims 21-25 have been objected to for use of the term "adapted to." Claims 1-5, 11-15, and 21-23 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Pat. No. 6,108,711 to Beck. Claims 6-10, 16-20, 24 and 25 have been rejected under 35 U.S.C. §103(a) as unpatentable over Beck in view of U.S. Patent No. 6,411,687 to Bohecek et al. ("Bohecek"). Claims 1, 5, 7, 11, 16, and 21-25 have been amended. After a careful review of the claims and cited references, it is believed that the claims are in allowable form and therefore a Notice of Allowance is respectfully requested.

Claims 21-25 have been objected to because of the use of "adapted to" in claims 21-25. Claims 21-25 have been amended to remove the phrase "adapted to" thereby obviating the objective. In addition, independent claims 1, 11, and 21 have been amended to clarify that the goal is a conversational goal and that the suggestion is based upon the detected information and the conversational goal (see e.g., paragraph 0017). Claims 5, 16, and 24 have been amended to recite monitoring to detect changed goals (see e.g., paragraphs 0014 and 0018) and claims 7 and 25 have been amended to claim a greeting portion and business portion (see e.g., paragraph 0053).

Claims 1-5, 11-15, and 21-23 have been rejected as anticipated by Beck. Beck describes a system for managing interactions wherein the extracted knowledge from transactions is used in routing. Similarly, Bohecek describes a call routing system. As such, each reference is concerned with routing contacts to agents, but not suggesting subject matter or responses to agents. Thus, neither

reference teaches the claimed determining a conversational goal or suggesting subject matter or responses based upon the detected information and conversational goal of a client.

The Office Action asserts that Beck discloses determining a goal and that this language reads on type of call. However, determining a conversational goal of the client is clearly not determining the type of call. Beck merely determines a media type (Col. 7, lines 44-50) which has nothing to do with the conversational goals of the client or the conversational tendencies of the client as claimed in claim 1. The media type merely concerns media of communications such as telephone call, email, etc., while the conversational goal of the client concerns the client's objective in the conversation (which can change during the conversation). The Office Action also asserts that Beck discloses suggesting subject matter. However, Beck merely discloses providing scripts (Col. 12, lines 20-21) but does not disclose providing subject matter and responses based upon the detected content and goals, or adapting the conversational content of the agent to the conversational tendencies of the client as claimed. Thus, Beck does not disclose all the claimed features of the claims 1-25, and therefore, does not anticipate claims 1-25. Similarly, Bohecek only concerns routing and therefore, also fails to disclose these features.

In addition, claims 5, 16, and 24 now claim monitoring to detect changed goals and claims 7 and 25 now claim a greeting portion, a business portion, and prompting the agent when the greeting portion exceeds a time period or key words are detected which are inconsistent with the greeting portion. These features are also not disclosed by Beck or Bohecek. Further, claims 8 and 18 claimed measuring a word rate, while Bohecek merely discloses a word analyzer but does

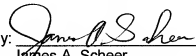
not disclose measuring word rate. Thus, these claims are believed to be further distinguishable over the cited references.

For the foregoing reasons, applicant submits that claims 1-25 are distinguishable over the cited references and that the subject application is in condition for allowance, and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,

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